

BI-WEEKLY MEDICAID SUPPORT COORDINATORS CALL MINUTES

Date: May 22, 2019

Time: 12:30 p.m.-1 p.m.

Facilitator: Rebecca Harris – Louisiana Medicaid

LDH Announcements	1. The deadline for submitting agenda items for the bi-weekly conference call with the department is the Friday before the upcoming Wednesday call. If a support coordinator has specific items related to individuals, those issues will be addressed offline.
	2. LDH has a new platform for conference calls called “Zoom Meetings”. The goal is to implement this method by the end of May. Instructions for how to join the call will be posted on our website.
	3. The bi-weekly conference call with the department will eventually move to monthly as the volume of issues lessens.
	4. Medicaid has received reports from support coordinators and others about recipients having difficulty accessing the customer service hotline. A large amount of information was mailed out last week and the result is that the hotline is receiving over 50,000 calls per day this week. Medicaid encourages people to use the self-service portal for applying, renewing, and updating information such as change of address or adding a family member. The hold time on the hotline will continue to be long for this week.
	5. June renewals—the waiver population will also be in the June renewals that Medicaid is doing for long-term care. Medicaid staggered in renewal populations into the new system and long-term care was the last group. Anyone who had a renewal date between October 2018 and May 2019 will be processed in June. It’s important that your clients know that if they receive a renewal letter they have to respond or they will lose their Medicaid.
	6. Provider Bulletins – Important system information and updates for providers are written in our bi-weekly provider bulletins. Support coordinators can write to Jamie.Craig@la.gov to request to be added to the distribution list. Support coordinators can also go to the website to see provider bulletins for the latest information.
Agenda Items Submitted by Support Coordinators	Question: Redetermination renewals for waiver recipients were previously done automatically. Why has this changed?

	<p>Answer: Medicaid must redetermine every Medicaid recipient annually as per federal regulation. There are two types of letters. Our system goes through a streamlined renewal process to gather as much information as possible to determine eligibility that way if possible. If Medicaid has enough information from this process to determine eligibility, a letter will be sent to the recipient informing them they have been renewed. If Medicaid does not have enough information through the system search or there is a discrepancy that indicates the recipient may be over program limits, a renewal letter will be sent to the recipient asking him/her to contact Medicaid.</p> <p>There are two ways to access information on how to use the self-service portal:</p> <p>1. Click on the link to the right Using the Medicaid Self-Service Portal or copy and paste this link into your web browser: http://ldh.la.gov/index.cfm/page/3624/ . On this landing page, you can access the following links : How to Renew Your Medicaid and LaCHIP Coverage Online (PDF) http://ldh.la.gov/assets/medicaid/Memos/HowToRenew.pdf. There is also a hyperlink to an instructional video: Self-Service Portal Video. http://ldh.la.gov/assets/medicaid/mod/LaMEDS_SSP_for_Public/story.html. In the menu for the video, click on "Renew My Benefits".</p> <p>2. For information on how to use the self-service portal, go to Healthy.La.Gov. From that landing page, under "How to Renew Your Medicaid Coverage" click on the hyperlink that reads "Click here". On the next landing page, under "How to Renew Your Medicaid: there is a hyperlink to a document of instructions: "How to Renew Your Medicaid and LaCHIP Coverage Online (PDF)"</p>
	<p>Question: We are receiving denial codes 232 and 233 on some of our waiver participants.</p> <p>Answer: These two denial codes are being included in the weekly claims recycles. These two edit codes reflect when Medicaid does not have full waiver coverage in MMIS for a member. They represent: 232- PROCEDURE/TYPE OF SERVICE NOT COVERED BY PROGRAM 233- PROCEDURE/NDC NOT COVERED FOR SERVICE DATE GIVEN</p> <p>These codes are going to hit when a full waiver service is billed and Medicaid either only has a transition segment or no waiver coverage at all.</p>
	<p>Question: Regarding initial certification delays- why is there a delay getting long-term care eligibility approval for recipients who already have Medicaid of another type?</p> <p>Answer: Long-term Care looks at assets and resources. Frequently, research is involved that can take time. If there is an individual case you want Medicaid to review, please send the information.</p>
Questions and Answer Period	Question: is there an update on PLI issues?

	<p>Answer: When Medicaid's workgroup has a full solution in place all parties will be notified. There will be progress on this in the month of June.</p>
	<p>Support Coordinators can request assistance with specific cases through the website http://ldh.la.gov/contactltc or by calling 1-800-230-0690 and following the provider prompt.</p>
	<p>Question: One of our participants tried to use apply online and received an error that said "User not found". What should we do when we receive that error?</p> <p>Answer: When you log onto the self-service portal, at the bottom right there is a "Create an Account" option. Click there and link their account with their Medicaid card number.</p>
	<p>Question: If a support coordinator is assisting a member with a renewal, how do we submit it?</p> <p>Answer: The paperwork can be faxed to 1-877-523-2987 or it can be scanned and emailed to LTCProcessing@la.gov.</p>
	<p>Question: The list provided by the department of participants that are due for renewal does not include due dates for each person. Can we get the due dates?</p> <p>Answer: The Office for Citizens with Developmental Disabilities will send updated lists to the support coordinators.</p>
	<p>Question: When will the minutes from the bi-weekly meetings be posted to the website?</p> <p>Answer: The minutes are under review and will be posted soon.</p>